



**Mental Health  
Association  
of Frederick County**

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**MHA Programs  
include:**

Child Abuse  
Prevention  
Child Care Choices  
Counseling Services  
Court Appointed  
Special Advocate  
(CASA)  
Frederick County  
Hotline  
Kids on the Block  
ParentPower



**Our Mission**

*To promote an emotionally healthy Frederick County by advocating for people with mental health needs; educating the community; and empowering*

May 23, 2007

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12th St., S.W.  
Washington, D.C. 20554  
Subject: Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes  
CC Docket NO. 92- 105

2-1-1 Western Maryland at the Mental Health Association of Frederick County hereby submits its Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. 2-1-1 Western Maryland is limiting its comments to the status of 2-1-1 service in Maryland.

2-1-1 Western Maryland employs sixteen individuals and seven volunteers. We provide 2-1-1 service to Frederick and Washington counties and are preparing to provide 2-1-1 service to Allegany and Garrett counties reaching a total population of 462,200. The database of service providers used for making referrals has listings for approximately 2,400 agencies and 4,500 programs. Since launching 2-1-1 service in October 2006, 211 Western Maryland has answered 1,043 calls.

This past winter a single father called 211 Western Maryland. He shared that the past few months had been a struggle financially and he was having trouble paying all of his bills. He received a cut-off notice for his heat and was concerned it would be turned off just as the weather got extremely cold. He had some money set aside, but didn't have enough to pay the entire bill. The Call Specialist provided him with resources that could assist with utility bills and cut-off notices. He was surprised and thankful for the referrals, and stated he was glad he had called 211. This is a very common response from callers who contact 211 Western Maryland. The most common reasons clients give for calling 211 Western Maryland are Financial Assistance, Emergency Housing, Individual/Family Counseling, Food Assistance, and Eviction Prevention.

211 Western Maryland works closely with many community partners, including the Frederick County Office of Emergency Management, Frederick County 911, The American Red Cross local chapter, and our local Health Department. Significant time and resources have been devoted to implementing and operating 2-1-1 service to ease access for people in need to information about health and human services. We respectfully request that the Commission find the public is well-served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use its authority to facilitate more widespread use of the service.